

17 October 1960

Mr. Joseph E. Jones  
Mutual Benefit Health and  
Accident Association  
Ring Building  
18th and M Streets, N. W.  
Washington, D. C.

Dear Mr. Jones:

Re: Surgical Schedule in Master Contract - High Option

At the present time a substantial backlog of claims has accumulated in connection with the GEHA Program, as a result of which time lags of as long as five to six weeks are not uncommon from the time of receipt of a claim to its final settlement.

One of the major reasons for this backlog is the very complicated Surgical Schedule which is a part of the High Option Master Contract. The personnel settling claims are, as you know, quite experienced but even with their experience it is almost an impossibility for them to interpret the items shown on the schedule, in many cases. With the hope of expediting such claims, this office has even gone to the point of using the old "Group Division Surgical Advisory Schedule of July 1959" as a guide, with the corresponding allowances for surgery and anaesthesia being annotated alongside the appropriate procedure. This measure has been only slightly helpful.

Now that you are apprised of this serious problem, it will be greatly appreciated if you will take immediate steps to provide this office with ten or twelve simplified and alphabetized Surgical Schedules for our use. I feel certain that once you are aware of the problem outlined herein, you will realize and be sympathetic with our position.

We will greatly appreciate any suggestions you might have regarding the use of the subject schedule.

Sincerely yours,

President

LPP:bae